



TCEQ REGULATORY GUIDANCE

Occupational Licensing & Registration Division
RG-373/a • November 2022

Approval of Live Online Training for Occupational Licensing

The Occupational Licensing section of Texas Commission on Environmental Quality (TCEQ) evaluates training for individuals to obtain and renew a TCEQ occupational license. This guidance provides details regarding the requirements for delivering live online training.

Definition

For the purposes of this document, live online training is defined as virtual interactive classroom training delivered live via the internet where the learner is separated by place from the learning source and the course is happening in real time.

Required Information

To request approval for live online training, training providers must complete form TCEQ-10152 and TCEQ-10152/a. Instructions on how to fill out TCEQ-10152 can be found in [RG-373, *Approval of Training for Occupational Licensing*](#).

If the training has already been approved for classroom delivery, training providers must complete form TCEQ-10152/a.

Forms should be emailed to the Occupational Licensing Section by email at OLTraining@tceq.texas.gov.

If the training provider is requesting a delivery method of live online, the following information must be provided:

Student Identity Verification

Describe methods to verify the participant's identity.

Pre-registration is a required method accompanied by other verification procedures such as voice recognition, on-site licensed proctors, or other identifiers. Suggested acceptable methods include, but are not limited to:

- A self-certifying affidavit, if returned to and monitored by the provider.
- Require logging out and back in for breaks and lunches.
- A code word provided by the trainer during the course that the student must submit to get credit.

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Monitoring Comprehension and Participation

Describe procedures for monitoring comprehension and participation throughout the training with feedback from the provider.

- Provide a copy of any polling questions, performance-based assessments, projects, or other such means used to monitor comprehension matching the difficulty level of the training.
- Describe how the provider will provide feedback to participants' responses.
- Provide an explanation of how the provider will verify participation throughout the course.
- Describe remedial actions taken if students fail to demonstrate comprehension or participation.

Interactivity

Provide a brief explanation of how the student will be able to ask questions and interact with the instructor(s) or moderator(s). Depending on the class size and complexity of the course, TCEQ suggests the live online course implement a moderator in addition to the instructor. The moderator can address technical questions and monitor incoming questions and comments, allowing the instructor to concentrate on teaching the curriculum. Provide breakout groups as applicable to allow students to interact with each other or share experiences.

Course Procedures for Technical Registration and Support

Provide a policy statement to be supplied to students describing the availability and contact procedures for timely support for both content and technology needs. Also provide a policy statement supplied to potential students, before they register for the course, concerning their computer system's hardware (e.g., microphone and camera) and software requirements, including any program installations that they will need.

TCEQ strongly encourages all training providers require students to test the online platform prior to the start of the course, to address issues that might disrupt the course for all students. We also recommend that you have a plan in place if a student encounters a prolonged technical issue, such as connectivity or sound, and is unable to complete the course.

Learning Environment

Provide a policy statement to be supplied to the students requiring them to attend the live online course in an environment conducive for learning. Suggested examples of what is NOT appropriate include:

- Driving or riding in a car.
- In a public area such as a store or shopping center.
- Walking around during the course (does not include breaks).
- Areas with loud noises that could distract (i.e., dogs barking, children playing or crying, loud equipment/motors).

Suggestions and Best Practices

Class Size

Large numbers of students enrolled in a live online course may impact the instructor's ability to monitor for attendance and comprehension, and it could inhibit class discussion and participation. There may also be technological limitations for some providers regarding the maximum number of students they are able to accommodate in each class (i.e., available bandwidth). We recommend offering live online courses at a smaller class size until the provider and qualified instructor(s) determine the maximum number that can be accommodated without sacrificing course and learning quality for students. Suggestions for class size:

- Limit live online courses to 15 students or fewer.
- Offer breakout groups for larger classes (greater than 15) where students can have smaller discussions with 5 or fewer classmates.

Device per Student

When possible, TCEQ suggests students attending the live online training use their own individual device. Some employers may offer to coordinate a class through a live online platform for multiple students/employees attending in person who share a device. If you are aware of multiple students sharing a device, you may want to suggest a moderator be present with the students. If you are willing to accommodate multiple users per device, consider how the following will be managed during the course:

- Administering individual quizzes or polls
- Coordinating discussions so the instructor can hear the group
- Verifying individual student attendance and participation.

Repeating Live Online Training

Live online training can be repeated in the same renewal period and receive continuing education (CE) credits, just like an in-person classroom course. However, prerecorded online training may *not* be repeated in the same renewal period for CE credits. Recording a live online training session to be viewed at a later time, is considered prerecorded online training, and must meet those training standards and require a separate approval with a different course code.